



GUIDE 4: PROGRAM EVALUATION

Social Prescribing Program Evaluation

Program evaluations help assess whether the program is being carried out as planned and is achieving its goals. This guide provides some insight from our work which may be adapted for evaluations of other SP programs.

TOOLS FOR EVALUATING SP PROGRAM

1. Patient survey

Individuals who receive the navigation services can complete a participant survey administered at the end of the navigation services, preferably through a method that would ensure the individual's anonymity (e.g. on line, by a member of the SP program other than the navigator)

Participant experience with program

1. To what extent did the SP program meet your needs? [4=Almost all of my needs have been met, 3=Most of my needs have been met, 2=Only a few of my needs have been met 1=None of my needs have been met]
2. If a friend needed similar help, would you recommend this SP program to him/her? [4=Yes definitely, 3=Yes, I think so 2=No, I don't think so 1=No, definitely not]
3. How satisfied are you with the amount of help you received from the SP services? [4=Very satisfied, 3=Mostly satisfied 2=Indifferent or mildly dissatisfied 1=Quite dissatisfied]
4. Have the services you received from the SP program helped you to deal more effectively with your needs ? [4=Yes, they helped a great deal, 3=Yes, they helped somewhat, 2=No, they really didn't help, 1=No, they seemed to make things worse]
5. In an overall, general sense, how satisfied are you with the services you received from the SP program? [4=Very satisfied 3=Mostly satisfied 2=Indifferent or mildly dissatisfied 1=Quite dissatisfied]
6. If you were to seek help again, would you go back to this SP program services? [4=Yes definitely 3=Yes, I think so 2=No, I don't think so 1=No, definitely not]
7. How satisfied are you with the French Language services you received from the SP services]? [4=Very satisfied 3=Mostly satisfied 2=Indifferent or mildly dissatisfied 1=Quite dissatisfied 0 = Not applicable]

Experience with Navigator

1. Did the SP navigator:
1= Never 2=Sometimes 3=Usually 4=Always
 - a. Explain things in a way that was easy to understand?
 - b. Listen carefully to you?

c. Treat you with courtesy and respect?

[4=Yes definitely 3=Yes, generally 2=No, not really 1=No, definitely not]

- a. Help you set priorities to address your needs
- b. Help you prepare an action plan to access/go to/use the [CR]?
- c. Help you overcome any barriers you might have in reaching the services you wanted?
- d. Help you know how to find the right resources in the future?
- e. Spend enough time helping you access/go to/use the [CR]?
- f. Help you achieve better health and wellbeing?

2. How much did the SP navigator help you

[4= A lot 3=To some extent 2=A little 1=Not at all 99=Don't know]

- a. get the care you needed?
- b. improve your health and well-being?

3. In your opinion, how has the SP navigator helped you the most?

4. We want to know how to improve SP navigation services. What two ideas do you have to improve this service?

2. Practice assessment

It is important to integrate program monitoring throughout the implementation phase. We recommend programs conduct Rapid Cycle Evaluations (RCE) for practice assessments shortly after the setting up the program in a participating practice to assess whether the program processes are acceptable to the practice or if they require adaptation and contextualization. This assessment can be conducted with a pre-identified practice “Champion”; the individual most responsible for implementing the program in the practice and involves documenting the adaptations required to situate the SP in existing practice set up. Consider assessing whether any of the processes interfere with practice flow, if the promotional material given to the practice is well received, what can be done to optimize providers to prescribe, etc. It involves documenting the adaptations required to situate the SP in existing practice set up such as changing the type of flyers available in the waiting room; adapting the referral form to facilitate referral or capture information the practice deems essential.

3. Provider Survey

All participating providers can complete the provider survey after the program has been established for at least three month and a few rapid cycle evaluations were conducted (see next session)

Experience with Navigator

The following questions about your experience with the SP navigator.

[5=strongly disagree 4=disagree 3=neither agree nor disagree 2=agree 1=strongly agree 9 = Do not know]

General

1. The role of the Navigator was clearly.
2. Navigator activities did not interfere with those of other members of the primary care team.
3. The scope of navigation services met the needs of my patients.
4. The goals of the Navigator were clear to me.
5. Participating in this program increased my awareness of available community resources?
6. Knowing that my patients would have access to navigation services encouraged me to direct them to resources in the community?
7. In general, the navigation services provided for my patients met my expectations?

Communication with the Navigator

On a scale of 0 (not at all) to 10 (completely), please rate whether the information you received from the Navigator was:

0 (not at all) to 10 (completely)

Easily accessible	
Of sufficient volume for your needs	
Credible	
Sufficiently complete for your needs	
Easy to combine with other information	
Reliable	
Easily interpretable	
Useful to your work	
Only accessed by people who should see it	
Sufficiently timely	
Easy to understand (meaning).	

Please provide additional comments to support the answers provided above:
